



Advanced Customer Service Training™ ***with Glenn Shepard***

According to the experts all it takes is one employee who makes your customer feel unwanted, insulted or ignored. In fact, a large bank recently found that 68% of the time that's what's going on when a customer goes elsewhere. All of which means that the everyday decisions your employees make – not to mention their attitude – are the biggest key to your organization's success.

This fast moving seminar includes sessions on basic training for front line employees, outwitting difficult customers, bridging the generation gaps, avoiding technology traps, how to keep customers for life, plus much more.

The instructor is one you'll never forget. Glenn Shepard is a nationally renowned management consultant who knows how to get inside the mind of a debtor, and how to outsmart them before they outsmart you. Based in Nashville, Tennessee, he teaches this seminar at 134 different colleges and universities throughout the U.S., and consults for many of the Fortune 500.

Glenn has authored six books, and is best known for *How to Manage Problem Employees*. His most recent, *How to Be the Employee Your Company Can't Live Without*, became a # 1 best seller at Barnes& Noble. For more information on Glenn Shepard, visit www.glennshepard.com

Section: 24538 Fee: \$169
Section: 24540 Fee: \$129 (earlybird by October 19)
Section: 24541 Fee: \$129 (Chamber Members)
Tuesday, October 26
8:30am – 12:00pm (Registration 7:50 – 8:20am)
SCC, West Burlington, Room 433

To register contact Barb at bblow@scciowa.edu or call 319-208-5382.

"Delivering relevant solutions and resources for today's business and community challenges."